



Online Food and Lodging Licensing Guide

Table of Contents

Creating an Account.....	2
Adding a Business	9
Apply for a License	15
Pay for a Food or Lodging License	23

Creating an Account

To access Iowa's Online Food Licensing System, please log onto the site by entering <https://iowa.safefoodinspection.com> into your internet browser. Although the application functions in the most common internet browsers, the preferred internet browser is Google Chrome. If you are using another internet browser, the appearance of some of the pages and messages may differ from those in this user guide.

Log In Page:

The screenshot shows the Iowa Department of Inspections & Appeals website. The header includes the department name and a navigation bar with links for Iowa State Agencies and Online Services. The main content area is titled 'Welcome To USA Food Safety' and features a 'Log In' section. This section contains input fields for 'User Name *' and 'Password *', followed by 'Log In' and 'New Account' buttons. Below the login section, there are links for 'Forgot Password' and 'WiFi Hotspot(s)', and a section for 'Forgot your Password? Retrieve it Here!' and 'Find a WiFi Hotspot'.

IOWA DEPARTMENT OF
INSPECTIONS & APPEALS

IOWA STATE AGENCIES ONLINE SERVICES
Kim Reynolds, Governor Adam Gregg, Lt. Governor

Welcome To USA Food Safety

Log In

User Name *:

Password *:

Other Options:

**Forgot your Password?
Retrieve it Here!**

If you ever forget your password, please use the "Forgot Password" function. As passwords are required to be changed every 120 days, the "Forgot Password" function will allow you access if you are an infrequent user.

Existing users will enter their User Name and Password, then select "Log In."

If you are a new user of the system, please select "New Account."

New User Account

New User Organization Questionnaire

Question

What is the primary purpose for creating an account today? *

Options

- ☐ Apply for a social or charitable gambling license, such as, a raffle, sport betting pool, bingo, or games of skill and chance
- ☒ Apply for or renew an Iowa food establishment or lodging license (i.e. hotel, vending machine, home bakery, mobile food unit, temporary food establishment, farmer's market, restaurant, grocery store, or other direct to consumer food operation)
- ☐ Apply for or renew an Iowa food manufacturing or warehouse license
- ☐ Conduct activities associated with registered amusement devices

If you know what type of license you are renewing or applying for, select the correct option. If you are unsure about which license option to select, please call 515-281-7102.

[Next](#)[Start Over](#)

IOWA STATE AGENCIES ONLINE SERVICE
Kim Reynolds, Governor Adam Gregg, Lt. Governor

New User Account

New User Organization Questionnaire

Question	Options
Does your operation have a business(es) located in single or multiple Iowa counties? *	<input checked="" type="radio"/> Multiple counties <input type="radio"/> Single county

[Previous](#) [Next](#) [Start Over](#)

If you are operating business in multiple counties, select the "Multiple counties" option. If you need to go to the previous screen, click "Previous" or "Start Over."

Kim Reynolds, Governor Adam Gregg, Lt. Governor

New User Account

New User Organization Questionnaire

Question	Options
Does your operation have a business(es) located in single or multiple Iowa counties? *	<input type="radio"/> Multiple counties <input checked="" type="radio"/> Single county

[Previous](#) [Next](#) [Start Over](#)

If you are operating a single business in a single county, select the "Single county" option. If you need to go to the previous screen, click "Previous" or "Start Over."

New User Account

New User Organization Questionnaire

Question

Select the county where most of your businesses are located *

Options

Black Hawk

Previous

Next

Start Over

If you selected "Multiple counties," you will need to determine the county where the majority of your businesses reside. Once you select the county from the drop-down box, click "Next." If you have a single business, click "Previous." [Please note: the "City of Dubuque" is a different option from "Dubuque County."]

IOWA STATE AGENCIES ONLINE SERVICES
Kim Reynolds, Governor Adam Gregg, Lt. Governor

New User Account

New User Organization Questionnaire

Question

Select the county where your business is located *

Options

Boone

Previous

Next

Start Over

If you selected a "Single county," please select the county where your business is located. Once you select your county from the drop-down box, click "Next." Otherwise, select "Previous" if you have multiple businesses. [Please note: the "City of Dubuque" is a different option from "Dubuque County."]

New User Account

New User Organization Questionnaire

Based on your responses the following regulatory jurisdiction has been selected: **DIA Food and Consumer Safety Bureau**

To proceed, select Confirm. To review the previous question, select Previous. To start over, select Start Over. [Food Regulatory Jurisdiction Map](#)

[Previous](#)[Confirm](#)[Start Over](#)

This screen will inform you of your regulatory jurisdiction. If you believe this information is incorrect, please read the instructions to review your response or choose to start over. You can also click “Food Regulatory Jurisdiction Map” to check the jurisdiction that has been selected. If you click the jurisdiction map, you will be taken to another page and be required to start over. Select “Confirm” to advance.

Please note that **ALL** food processing licenses fall under the jurisdiction of the DIA Food and Consumer Safety Bureau.

Create a New User Account:

The screenshot shows a web form titled "New User Account" with two main sections: "User Information" and "Account Information".

User Information:

- User Name ***: A text input field. Callout: "Create your own User Name and Password."
- Password ***: A text input field.
- Verify Password ***: A text input field.
- Home Jurisdiction ***: A dropdown menu with "DIA Food and Consumer Safety Bureau" selected. Callout: "The 'Home Jurisdiction' is pre-determined by your selection of your business location and license type."

Account Information:

- First Name ***: A text input field.
- Middle ***: A text input field with a checkbox for "None Available".
- Last Name ***: A text input field.
- Suffix**: A text input field.
- Account ID**: Labeled "Not yet assigned".
- Email ***: A text input field.
- Phone/Ext ***: A text input field with a checkbox for "Emergency".
- Cell Phone**: A text input field with a checkbox for "Emergency".
- Fax**: A text input field.

At the bottom are "Save" and "Back" buttons. Callout: "Review the information you have entered for accuracy and select 'Save.'"

Callout: "Complete all 'Account Information' fields. All fields marked with an asterisk (*) are required fields."

Log In Page:

The screenshot shows the 'Log In' page for the 'Welcome To USA Food Safety' system. At the top, a dark blue header contains the text 'IOWA STATE AGENCIES ONLINE SERVICES' and 'Kim Reynolds, Governor Adam Gregg, Lt. Governor'. The main content area has a light blue background. A central box titled 'Log In' contains two input fields: 'User Name *:' and 'Password *:'. Below these fields are two buttons: 'Log In' and 'New Account'. To the right of the 'Log In' box, a blue callout bubble points to the 'User Name' field with the text: 'Once you have saved your User Account, log in with your credentials.' Below the 'Log In' box, there is a section titled 'Other Options:' with two buttons: 'Forgot Password' and 'WiFi Hotspot(s)'. To the right of these buttons, there is text: 'Forgot your Password? Retrieve it Here!' and 'Find a WiFi Hotspot'.

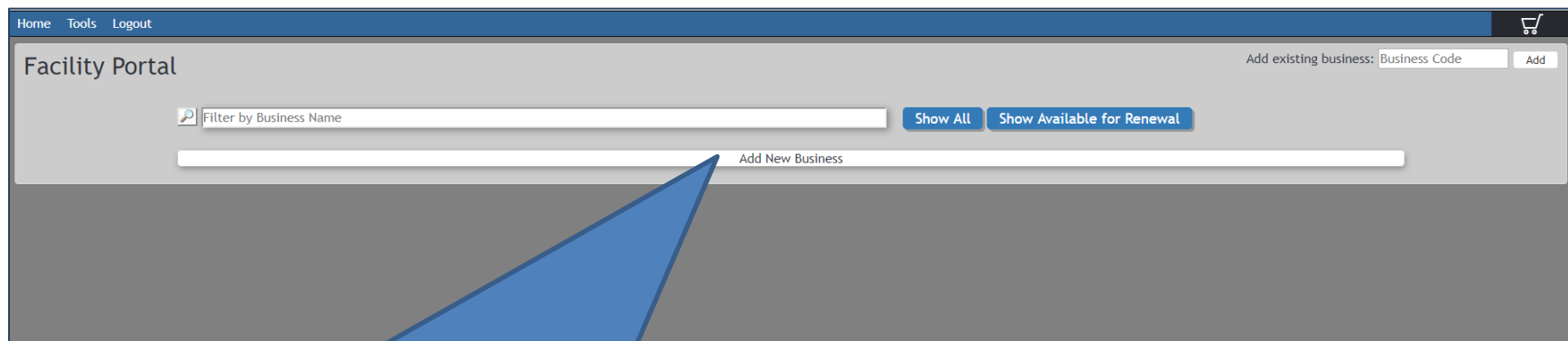
Home Page:

The screenshot shows the 'Home Page' for the 'Facility Portal'. At the top, a dark blue header contains the text 'Home Tools Logout' and a shopping cart icon. The main content area has a light gray background. At the top of the main area, there is a search bar with the text 'Filter by Business Name' and two buttons: 'Show All' and 'Show Available for Renewal'. Below the search bar, there is a button labeled 'Add New Business'. At the bottom of the main area, there is a large blue callout bubble with the text: 'If you are seeing this page, you have successfully logged in to the Iowa Online Food Licensing System. Congratulations! If you do not see this page after attempting to login using your user credentials, please try again. If you are still unsuccessful, please contact the regulatory authority.'

Adding a Business

A business is the physical location of where food will be stored, prepared, or served. If food is stored, prepared, or served in more than one physical location, more than one business may be necessary. For instance, if a restaurant has multiple locations each location is a separate business. One business may also have multiple licenses. For instance, if a restaurant also operates a mobile food unit or sets up a food stand at an event, they may add a new license to their business.

SPECIAL NOTE: Temporary Food Vendors and Vending Machine Operators: If you operate in more than one Iowa regulatory jurisdiction, you will need at least one business in each jurisdiction you operate.



The screenshot shows the 'Facility Portal' interface. At the top, there is a navigation bar with 'Home', 'Tools', and 'Logout' links, and a shopping cart icon. Below the navigation bar, the main content area has a header 'Facility Portal' and a search bar labeled 'Filter by Business Name'. To the right of the search bar are two buttons: 'Show All' and 'Show Available for Renewal'. Below the search bar is a large white button labeled 'Add New Business'. A blue callout arrow points from the 'Add New Business' button to a text box below the screenshot.

To add a new business location, click the “Add New Business” button. You will need to enter a separate business for each physical location where food is stored, prepared or served.

Selecting the Jurisdiction:

Selection of the correct jurisdiction will ensure the application is received by the agency responsible for issuing the food or lodging license. Jurisdiction is based on the physical location where food is stored, prepared or served. All food processing plants must select the DIA Food and Consumer Safety Bureau jurisdiction. For all other food or lodging businesses, please follow the Jurisdiction Selection Instructions.

Select the regulatory jurisdiction that will receive your license application. The jurisdiction is pre-selected based on your user account. However, if you operate in more than one county, you may need to change the justification based on the physical location of this business.

The screenshot shows a web form titled "New Business". It has a blue header bar with the title and a close button. Below the header is a section titled "Program Owner Information" with a blue background. It contains two links: "Create New Owner Account" and "Select Owner Account*" with a dropdown arrow. Below this is a "Regulatory Jurisdiction*" dropdown menu currently set to "DIA Food and Consumer Safety Bureau". To the right of this dropdown is a blue hyperlink labeled "Jurisdiction Selection Instructions". Below the jurisdiction section is another section titled "Program Owner Address" with a blue background and a dropdown arrow. It contains a "Mailing Address" section with a checkbox for "International Address". Below the checkbox are several input fields: "Number*", "Street Name*", "Secondary Unit Type:", "Secondary Unit Number:", "Zip*", "State*", "County*", and "City*".

Click this hyperlink to verify you have selected the correct regulatory jurisdiction for this business.

Selecting or Creating an Owner Account: Owner accounts are specific to the jurisdiction. Iowa has 13 food and lodging regulatory jurisdictions. If an operation has businesses more than one Iowa jurisdiction, a separate owner account is necessary for each jurisdiction. If an owner account exists in a jurisdiction, an owner account will appear in the “Select Owner Account” field.

The screenshot shows a web form titled "New Business". The "Program Owner Information" section contains a link "Create New Owner Account" and a dropdown menu "Select Owner Account*". A callout points to this dropdown, stating: "If you have an existing owner account in the selected jurisdiction, select the applicable owner account from the drop-down menu." Below this is the "Regulatory Jurisdiction*" dropdown, which is set to "DIA Food and Consumer Safety Bureau", with a link "Jurisdiction Selection Instructions" to its right. The "Program Owner Address" section is expanded, showing a "Billing Address" subsection with an "International Address" checkbox. Below this are input fields for "Number*", "Street Name*", "Secondary Unit Type:", "Secondary Unit Number:", "County*", and "City*". A callout points to the "Create New Owner Account" link, stating: "Select 'Create New Owner Account' if there is not an existing owner account in the selected jurisdiction."

Creating a new owner account:

If creating a new owner account is necessary, additional fields will appear that require information.

New Business

Program Owner Information

Select Owner Account

Regulatory Jurisdiction* DIA Food and Consumer Safety Bureau [Jurisdiction Selection Instructions](#)

Legal Name*: Mark's Food Business LLC

Business Name*: Mark's Food Business LLC

Phone Number*: 555-555-5555 Alternate or Cell Phone: 555-555-5555

Email Address*: marksfoodbusiness@email.com ☐ No Email Available

Ownership Type: Limited Liability Co. (LLC)

Program Owner Address

Mailing Address ☐ International Address

Number*: Street Name*: Secondary Unit Type: PO BOX Secondary Unit Number: 555

Zip*: 50319 State*: Iowa City*: Des Moines

This "Program Owner Address" information is for the owner account and may differ from the mailing address for the business.

Business Address: The physical address for the business is the location where food is stored, prepared or served. Mobile Food Licenses are statewide licenses, so the physical address should indicate the home base of operations for the unit. Farmers Market and Annual Temporary Licenses are countywide licenses, so the physical address must be located within the county where the food will be served.

The screenshot shows a web form titled "Business Information". It contains several input fields for business details. Below the main form, there are two callout boxes with arrows pointing to specific fields. The first callout points to the "Mailing Address" section, explaining that this is the address for business correspondence. The second callout points to the "Physical Address" section, explaining that this is the location where food is stored or served. A third callout at the bottom provides instructions on how to save the business information.

Business Information

Doing Business As
Mark's Food Stand at Des Moines Festival

Business Phone Number*: 555-555-5555 ☐ None Available

Alternate or Cell Phone: 555-555-5555

Business Email Address*: marksfood@email.com ☐ No Email Available

Business Address

Mailing Address ☐ International Address

Number*: 321 Street Name*: E 12 ST

Zip*: 50319 State*: Iowa County*: Polk

Physical Address ☐ International Address

Number*: 321 Street Name*: E 12 ST Secondary Unit Type: Secondary Unit Number:

Zip*: 50319 State*: Iowa

Your Owner and Business accounts are now created. Select "Save New Business With Program" if you are ready to proceed with the license application. If you are not quite ready to apply for a license, select "Save New Business."

Apply for a License

New License Application Questionnaire

Question	Options
Choose the primary function that best describes the location you are intending to license. *	<p><input type="radio"/> A. The primary function of this location is to prepare or serve <u>food</u> (including beverages) that is intended to be consumed immediately by the consumer.</p> <p><input type="radio"/> B. The primary function of this location is to offer foods that will be consumed off the <u>premises</u> and may require further preparation by the consumer.</p> <p><input type="radio"/> C. The primary function of the location is to provide lodging to <u>transient guests</u>.</p> <p><input type="radio"/> D. The primary function of this location is to prepare, package or store foods that are sold at other locations, shipped or delivered to customers, or sold to other businesses.</p> <p><input type="radio"/> E. Non-profit organizations that are not registering a temporary event , please start here</p> <p><input type="radio"/> F. This is an event location that will have more than ten food or beverage vendors. This is for event registration only. Temporary food vendors should select A on this survey.</p>

Carefully read each question and all responses before choosing a response and clicking "Next."

Underlined words will display additional information. To view this information, place your cursor over the word.

Next

License Selection: Once the license questionnaire is completed, the license type that best fits the responses will appear.

The screenshot displays the 'New License Application Questionnaire' interface. It features a 'Question' section with a text-based query about food stand requirements and an 'Options' section with a single checked option, 'Temporary Food Establishment'. Below the question, there are 'Previous' and 'Select' buttons. A callout points to the 'Previous' button, stating: 'Select "Previous" if you wish to revisit your responses.' Another callout points to the 'Select' button, stating: 'Once the license type box is checked, select the "Select" button. You will be asked to confirm the selection.' A third callout points to the checked option in the 'Options' section, stating: 'Click the box to select the license type provided.' Below the main interface, a 'Confirm' dialog box is shown, asking 'Are you sure you want to apply for following licenses?' with a bulleted list containing 'Temporary Food Establishment'. The dialog has 'Yes' and 'No' buttons. A callout points to the 'Yes' button, stating: 'Select "Yes" to proceed with the selected license application.'

New License Application Questionnaire

Question

Based on the responses provided, this food stand requires a Temporary Food Establishment license. All foods at this food stand must be obtained from and stored in a licensed facility until they are brought to the food stand for preparation, sale or service. Receipts for all food and food ingredients must be available at the food stand and provided to the inspector upon request *

Options

☒ Temporary Food Establishment

Previous

Select "Previous" if you wish to revisit your responses.

Select

Once the license type box is checked, select the "Select" button. You will be asked to confirm the selection.

Click the box to select the license type provided.

Confirm

Are you sure you want to apply for following licenses?

- Temporary Food Establishment

Yes **No**

Select "Yes" to proceed with the selected license application.

New License Application

Mailing Address

Number*	Street*	Unit
321	E 12	
Zip*	Plus 4	City*
50319		Des Moines

Each license type asks for different information. Gross sales are not required for most new licenses.

Physical Address

Number*	Street*	Unit
321	E 12	
Zip*	Plus 4	City*
50319		Des Moines

Gross Sales

Please enter a value for renewal fee calculation.

Reference data for Temporary Food Establishment

Reference Data Text	Options
Event Information *	
Event Name *	<input type="text"/>
Location *	<input type="text"/>

Enter license information in all applicable fields.

Save the Application:

Food Employees/Volunteers	
Certified Food Manager available *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Name	Jane Doe
Certificate available	<input checked="" type="radio"/> Yes <input type="radio"/> No
# of food employees/volunteers *	7
Person responsible for maintaining log book *	Jane Doe
Refuse Removal	
Describe how liquid waste will be disposed of. Enter N/A if there is no liquid waste. *	It will be collected in a bucket/container and dumped in the location designated by the city.
Frequency of liquid waste removal (times per day)	3
<div>Back To Questionnaire Save Back</div>	

Once all application fields are completed, save the application by selecting "Save." If you wish to return license questionnaire, please note the information in the application fields will not be saved.

Adding Attachments: Add supporting documentation as attachments. Applications without adequate supporting documents attached may be delayed. Necessary attachments may include, food stand diagrams, menus, policies and procedures, HACCP plans and proof of gross sales.

Upload Documents Here

Choose Attachment: Food Stand... Menu.docx

Attachment Type:

Attachment Description:

Attachments

File Name	Description	Delete
No matching records found		

Select a file from your computer.

Provide a simple description.

Upload file to the system.

Choose attachment type from dropdown menu. If you are uncertain, select "Other."

Upload Documents Here

Choose Attachment: No file chosen

Attachment Type:

Attachment Description:

Attachments

File Name	Description	Delete
Food Stand Complete Menu.docx	Food Stand Diagram	✕
Food Stand Diagram.docx	Food Stand Menu	✕

Uploaded attachments will appear if the upload was successful.

Add the license to the shopping cart:

Upload Documents Here

Choose Attachment:

Choose File

 No file chosen

Attachment Type:

Attachment Description:

Upload File

Attachments

File Name	Description	Delete
Food Stand Complete Menu.docx	Food Stand Diagram	✕
Food Stand Diagram.docx	Food Stand Menu	✕

Add to Cart

Once all attachments are successfully uploaded, select "Add to Cart."

Home Screen: After the license application is complete and “Add to Cart” has been selected, the home screen will appear and the business listed. Your options on this screen include: View or edit business information, view or edit license details, view shopping cart and check out.

The screenshot shows the 'Facility Portal' interface. At the top, there is a navigation bar with 'Home', 'Tools', and 'Logout' links. Below this, the main content area includes a search bar labeled 'Filter by Business Name' with a magnifying glass icon. To the right of the search bar are two buttons: 'Show All' and 'Show Available for Renewal'. Below the search bar is a section titled 'Add New Business' with a text input field. Underneath this is a list of businesses, with one entry highlighted in blue: 'Mark's Polk County Temporary Food Stand - 127859 - (0) - [pencil icon] [right arrow icon]'. In the top right corner, there is a section for 'Add existing business:' with a 'Business Code' input field and an 'Add' button. A shopping cart icon is visible in the top right corner. Three blue callout boxes with arrows point to specific elements: one points to the pencil and paper icon, another points to the right arrow icon, and a third points to the shopping cart icon.

Home Tools Logout

Facility Portal

Add existing business: Business Code Add

Filter by Business Name

Show All Show Available for Renewal

Add New Business

Mark's Polk County Temporary Food Stand - 127859 - (0) - [pencil icon] [right arrow icon]

Select the pencil and paper icon to view or edit business information.

Select the “>” icon to view license details.

Select the shopping cart icon to view cart and proceed to checkout.

Home Screen (Continued):

Home Tools Logout

Facility Portal

Add existing business: Business Code Add

Filter by Business Name Show All Show Available for Renewal

Add New Business

Mark's Polk County Temporary Food Stand - 127859 - (0) -


Add To Cart	License Number	Program Type	Name	Expire Date	Status
<input checked="" type="checkbox"/>	171144	Temporary Food Establishment	-	7/22/2019 (0 days)	Draft


Add New Business Program

Click the “+” icon to see application information.
Note: Application information cannot be changed while the license is in the shopping cart.

The application is in “Draft” status until payment is made.

Pay for a Food or Lodging License



CART	
New - 194469 - T - \$50.00 Temporary Food Establishment License Base Cost: \$50.00	
Total	\$50.00
There will be a \$1 bank fee added at checkout.	
* A \$1 transaction fee will be added at checkout for ePayments (EFT, ACH, bank transfers).	
* A 2.5% transaction fee will be added at checkout for credit and debit card payments.	
<div>Checkout</div>	

Verify the license is in the cart and select "Checkout" proceed with payment. **Note:** There will be a 2.5 percent transaction fee for credit card payments and a \$1 flat transaction fee for EFT payments (paying directly from your bank account). For EFT/ACH payments, you will need your routing and account numbers to pay online. The payment site will provide payment confirmation; please print or save the payment confirmation.

Home Screen: After payment is complete, select “Continue,” and the home screen will appear.

The screenshot shows the 'Facility Portal' interface. At the top, there are links for 'Home', 'Tools', and 'Logout'. On the right, there is a section for 'Add existing business:' with a 'Business Code' input field and an 'Add' button. Below this is a search bar labeled 'Filter by Business Name' and two buttons: 'Show All' and 'Show Available for Renewal'. A dropdown menu is open, showing 'Add New Business' and 'Add New Business Program'. Below the dropdown is a table with the following data:

Add To Cart	License Number	Program Type	Name	Expire Date	Status
<input type="checkbox"/>	171193	Temporary Food Establishment	City Festival	2/14/2020 (2 days)	Submitted

Below the table is a link for 'Add New Business Program'. Three callout boxes provide instructions: 1. 'To apply for an additional license at a different physical address, select “Add New Business,” and the application process will start over.' 2. 'To add an additional license for the same physical address, select “Add New Business Program,” and the application process will start.' 3. 'Confirm that each license is in a “Submitted” status. Once the regulatory agency has approved the license, the status will change to “Active.” Login to the Iowa’s Online Food Licensing System to check the status of the license.'

To apply for an additional license at a different physical address, select “Add New Business,” and the application process will start over.

To add an additional license for the same physical address, select “Add New Business Program,” and the application process will start.

Confirm that each license is in a “Submitted” status. Once the regulatory agency has approved the license, the status will change to “Active.” Login to the Iowa’s Online Food Licensing System to check the status of the license.